Crescent Purchasing Consortium

National Education Framework

REF: CPC/DU/MFD/01

For the provision of multi-functional and reprographic devices and associated print services, recycled / refurbished technologies and managed print services.

USER GUIDE

FEATURES AND BENEFITS

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1 Introduction

The Crescent Purchasing Consortium Limited has put in place an EU compliant framework for Multifunctional and Reprographic devices and associated Print Services, Recycled / Refurbished Technologies, Managed Print Services and Desk Top Printers – reference CPC/DU/MFD/01 (hereafter the framework). It is a proactive, best value, collaborative framework that can deliver your entire office printing and print service needs.

2 Framework Summary

The framework agreement is designed to be a one stop shop for an organisation's print service requirements.

Lot 1 - Multifunctional Devices Catalogue Provision

This Lot is for the provision of Multifunctional Devices via a Catalogue. This Lot provides access to a range of standard specification devices across a number of specification ranges defined by print speed, covering units from 15 pages per minute to 54 pages per minute. Devices are mono, colour or colour capable and purchase options include outright purchase and lease options on either a 3, 4 or 5 year basis. Cost per copy click rates are inclusive of service, staples and toner. Devices are available to clients via an on-line e-catalogue facility. Suppliers awarded a place on this Lot are detailed below:

Lot 2 - Multi-Functional and Reprographic Devices and Associated Print Services

This Lot is for the provision of multifunctional and reprographic devices and associated print services. The Lot provides access to multifunctional devices from small desk top units through to large reprographics units. The basic lot features include mono, colour and colour capable devices across a number of specification ranges defined by print speed, covering units from 15 pages per minute to 120 pages per minute. Associated services available under this Lot include:

- Print Audits
- Network services
- Project management
- Print management software
- Document Engineering
- Process/workflow re-engineering

Purchase options include either outright purchase, or lease on either a 3, 4 or 5 year basis. Cost per copy click rates are inclusive of service, staples and toner. Suppliers awarded a place on this Lot are detailed below:

Lot 3 - Recycled / Refurbished Devices and Associated Print Services

This Lot is for the provision of refurbished/remanufactured technologies. The Lot provides access to refurbished (reconditioned) and remanufactured multifunctional devices from small desk top units through to large reprographics units. Recycled elements underpin the provision of the devices available under this lot. The basic lot features include mono, colour and colour capable devices across a number of specification ranges defined by print speed covering units from 15 pages per minute to 75 pages per minute. Associated services available under this Lot include:

- Print Audits
- Network services

- Project management
- Print management software
- Document Engineering
- Process/workflow re-engineering

Purchase options include either outright purchase, or lease on either a 3, 4 or 5 year basis. Cost per copy click rates are inclusive of service, staples and toner. Suppliers awarded a place on this Lot are detailed below:

Lot 4 - Managed Print Services

This Lot is for the provision of Managed Print Services. A Managed Print Service is a service offered by an external provider to optimise or manage an organisation's document output. The supplier invariably assumes responsibility, accountability and overall management of the functionality and performance of the organisation's print and imaging needs, delivering maximum efficiency through the print service. This may include taking over and managing existing services, solutions, equipment and resources, or implementation of new equipment, solutions, services and resources, or an optimum combination of both.

The term of a managed print service should be sufficient to address the breadth of service delivery options and expectations. In this respect the lot offers flexible contract capabilities allowing contract terms up to 10 years in length. Suppliers awarded a place on this Lot are detailed below:

3 Framework Contracting Option

	Lot 1	Lot 2	Lot 3	Lot 4
Outright Purchase without associated service and maintenance	Yes	Yes	Yes	
Outright Purchase with associated service and maintenance	Yes	Yes	Yes	
3 year lease with associated service and maintenance	Yes	Yes	Yes	
4 year lease with associated service and maintenance	Yes	Yes	Yes	
5 year lease with associated services and maintenance	Yes	Yes	Yes	
Cost per page (inclusive of all equipment and service costs)				Yes*

* It is expected that pricing will be provided on an all-inclusive pricing basis on a single per printed page/image basis invoiced quarterly in arrears.

4 Buying from the Framework

How do customers buy from the framework? This depends upon which lot customers are wishing to obtain goods and/or services from.

4.1 Buying from Lot 1

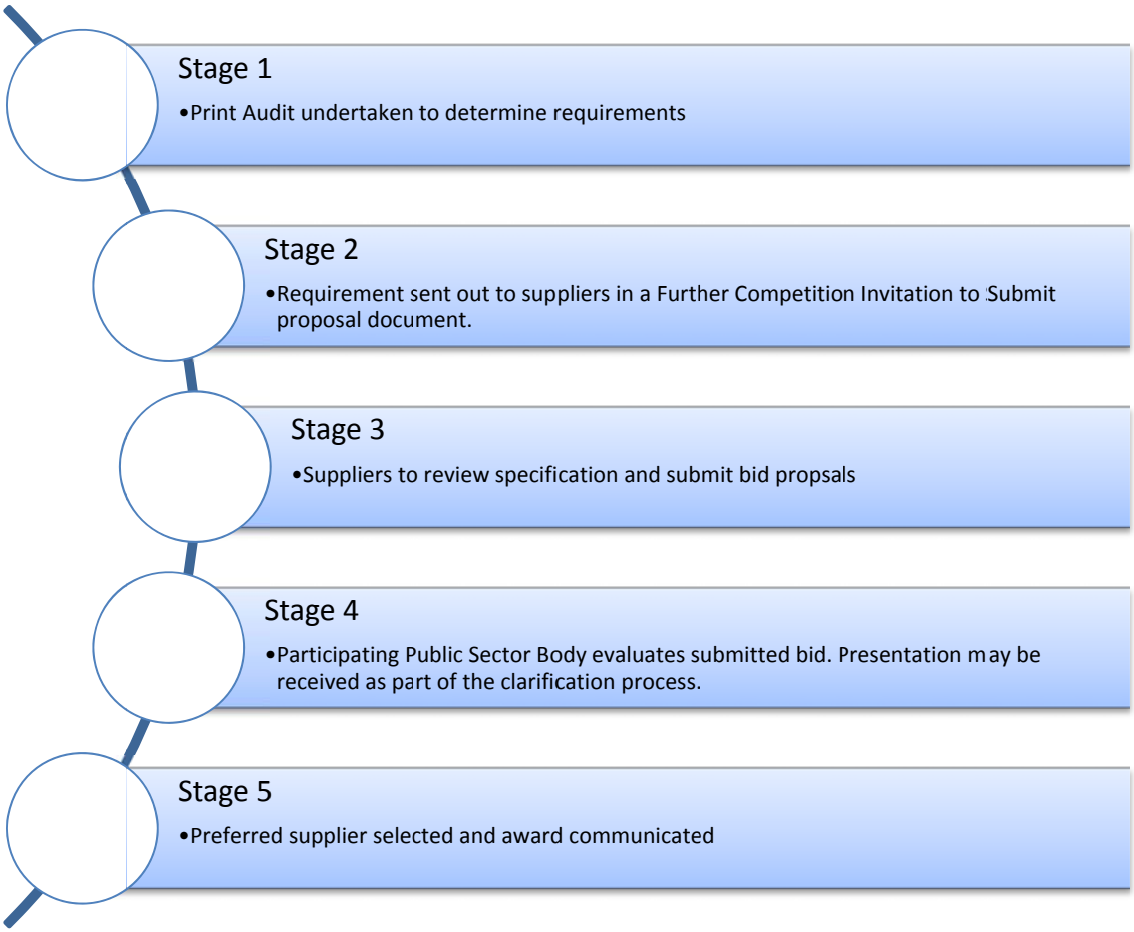
If customers are buying from Lot 1, they are at liberty to select the product from the online catalogue that best meets their requirements and thereafter to order said product from the appropriate supplier without engaging in a further competition exercise.

4.2 Buying from Lots 2, 3 and 4

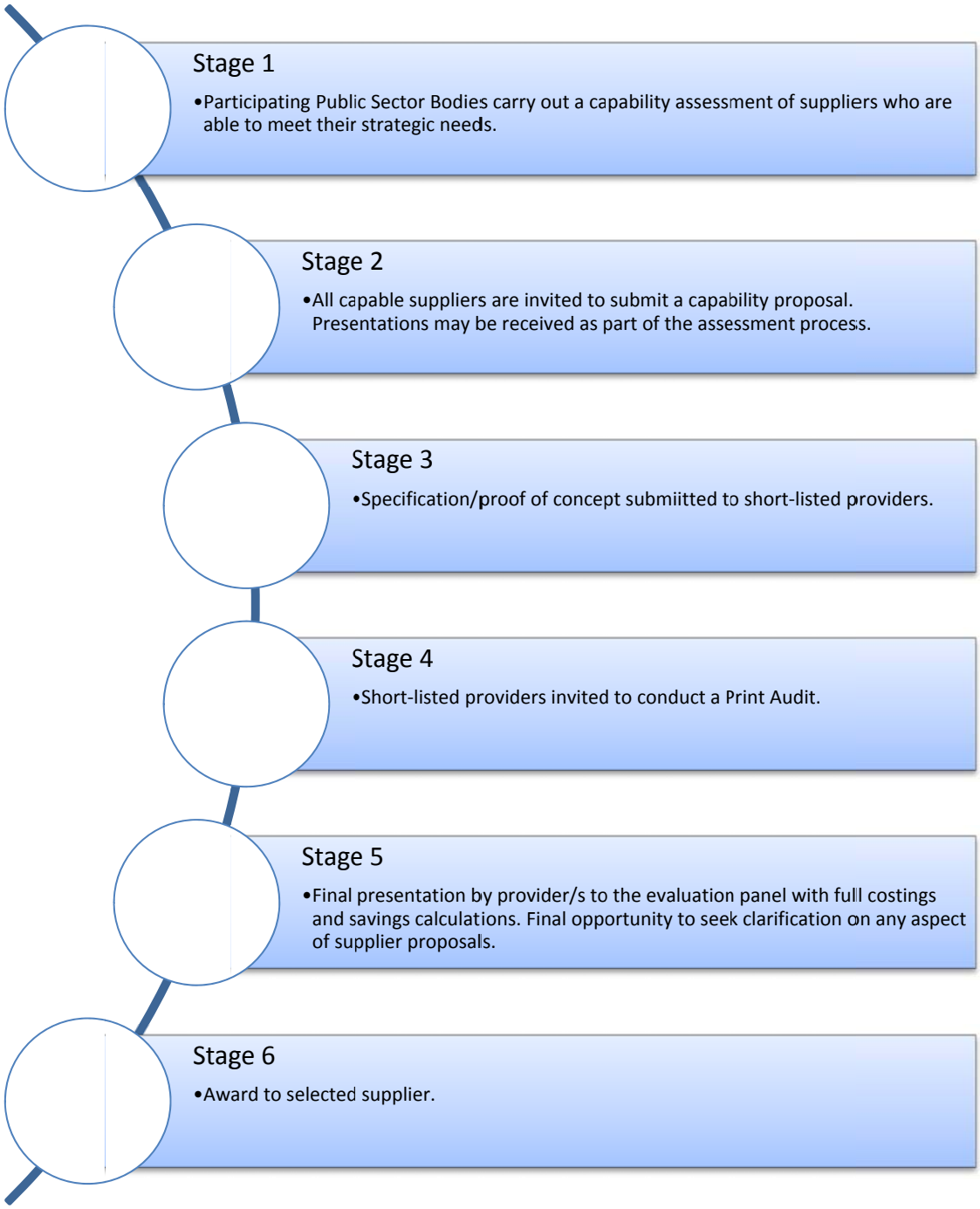
Customers choosing to buy from Lots 2, 3 and 4, must engage in a further competition exercise amongst the providers within each respective Lot(s) they are purchasing from. All suppliers within the respective lot must be given the opportunity to engage in a further competition unless there is an aspect of your requirement which cannot be met by all, in which case only those capable of meeting this requirement need be invited to bid. Whereas all suppliers must be given the opportunity to engage in the further competition, they are not obliged to submit a quotation and may decide not to submit a bid under the further competition.

A further competition can be conducted in one of two ways; a traditional further competition process or via a capability assessment route.

The following is an example of a traditional further competition process (for illustrative purpose only):


Stage 1
•Print Audit undertaken to determine requirements
Stage 2
•Requirement sent out to suppliers in a Further Competition Invitation to Submit proposal document.
Stage 3
•Suppliers to review specification and submit bid propsals
Stage 4
•Participating Public Sector Body evaluates submitted bid. Presentation may be received as part of the clarification process.
Stage 5
•Preferred supplier selected and award communicated

The following is an example of a capability assessment route to further competition process (for illustration purposes only):


Stage 1
•Participating Public Sector Bodies carry out a capability assessment of suppliers who are able to meet their strategic needs.
Stage 2
•All capable suppliers are invited to submit a capability proposal. Presentations may be received as part of the assessment process.
Stage 3
•Specification/proof of concept submiitted to short-listed providers.
Stage 4
•Short-listed providers invited to conduct a Print Audit.
Stage 5
•Final presentation by provider/s to the evaluation panel with full costings and savings calculations. Final opportunity to seek clarification on any aspect of supplier proposals.
Stage 6
•Award to selected supplier.

5 Selecting a Supplier – Further competition

In all cases, with the exception of Lot 1, CPC Members are required to conduct a further competition to select their preferred supplier. Only suppliers on the chosen Lot (s) can be invited to submit a bid. Even though all suppliers under the chosen Lot (s) must be given the opportunity to submit a bid through the further competition exercise, some suppliers may from time to time elect not to participate. This doesn't invalidate your further competition and the quotations received should continue to be evaluated.

Basic advice and guidance upon conducting further competitions can be obtained from the Help Desk (see section 9).

If conducting your own further competition exercise members should note the base evaluation criteria and weighting for the Lot under which they are conducting the process. Full details of the weighting that underpins each Lot can be found in Appendix F.

A standard further competition template for use in a traditional further competition is attached in Appendix C for Members wishing to undertake their own further competition exercise.

6 Print Audits

Print audits are normally available free of charge* from any supplier on the Lot you are procuring under. Print audits can be requested directly from a particular Lot supplier without the need to engage in any form of comparison/assessment process to select a supplier to conduct the print audit. However, Members may find it beneficial to select a supplier to conduct the print audit following a structured comparison process. Members should note that information will need to be shared with the supplier conducting the print audit in order for the audit to be effective. Print audits can be a valuable way of understanding your current printing costs and the potential for print savings. Please be sure to speak with the appropriate supplier account manager for more details and to book an audit.

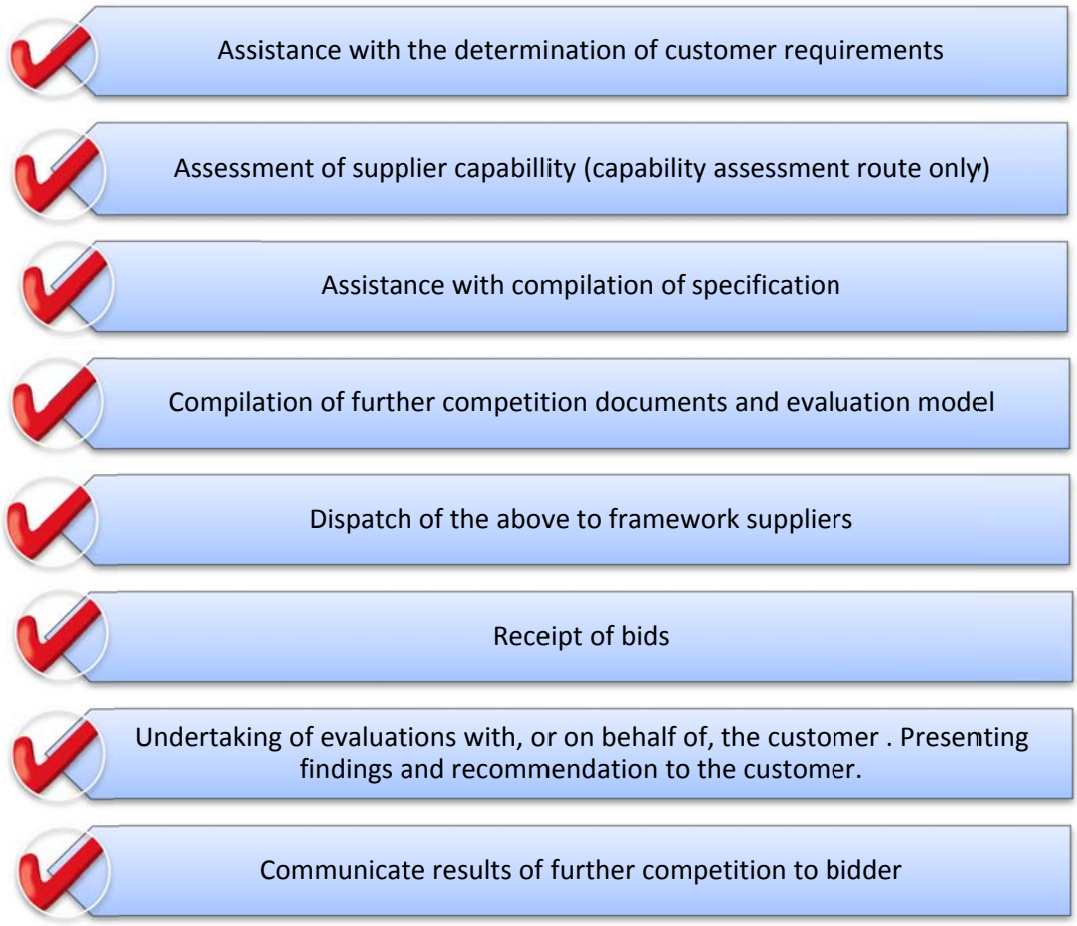
The results of the print audit should be used to inform your service specification. Members should note that invariably print audit results and recommendations will be supplier centric and therefore great care should be taken to normalise the findings before communicating a specification through the Further Competition process.

Members should note that print audits can only be obtained free of charge where there is commitment to utilise the framework for the resulting provision of devices and services. Print Audits will be charged in full where Members receive a free of charge print audit and elect upon receiving the results of the audit to utilise a different framework to fulfil their requirements for devices and services.

*A charge may be levied by some providers where the extent of the required audit is extensive and complex.

7 Further competition Support Service

In addition the framework offers a comprehensive further competition procurement service. The service fees vary depending upon the potential scale of the requirement and full details can be found in Appendix D. The further competition support service provides either a light touch documentation review service prior to engaging in the further competition, or a full procurement support service to undertake a fully compliant further competition exercise, be it a traditional exercise or a capability assessment exercise. The full procurement support service includes:


Assistance with the determination of customer requirements
Assessment of supplier capabillity (capability assessment route only)
Assistance with compilation of specification
Compilation of further competition documents and evaluation model
Dispatch of the above to framework suppliers
Receipt of bids
Undertaking of evaluations with, or on behalf of, the customer . Presenting findings and recommendation to the customer.
Communicate results of further competition to bidder

The service includes up to two visits to customer site (at the service provider's discretion); be that to determine requirements, assess supplier capability, undertake evaluations or present findings. All other activities will be undertaken through electronic communication.

The documentation review service is available to Members engaging in further competitions. Members' completed further competition documentation can be reviewed, critiqued and where appropriate amendments suggested, ensuring the documentation is fit for purpose and in keeping with spirit of the framework; thus enhancing the chances of a successful further competition. It is important to note that this service does not provide a documentation drafting service. Documentation drafting is an integral part of the full procurement support service detailed earlier this section.

Should you require further information about either of these services, or wish to benefit from the services, please contact the Strategic Contract Manager Steve Davies:

Steve.davies@cpcmfdframework.org

07966 040564

8 Placing an order

Having selected your chosen supplier and print solution, orders should be placed via the Framework Order Form – a copy is detailed in Appendix E. Your preferred supplier will populate the Order Form with the full details of your requirement and then present you with a completed Order Form for signature. The Order Form under which the contract will be enabled clearly references the framework terms and conditions.

9 Contract and Account Management

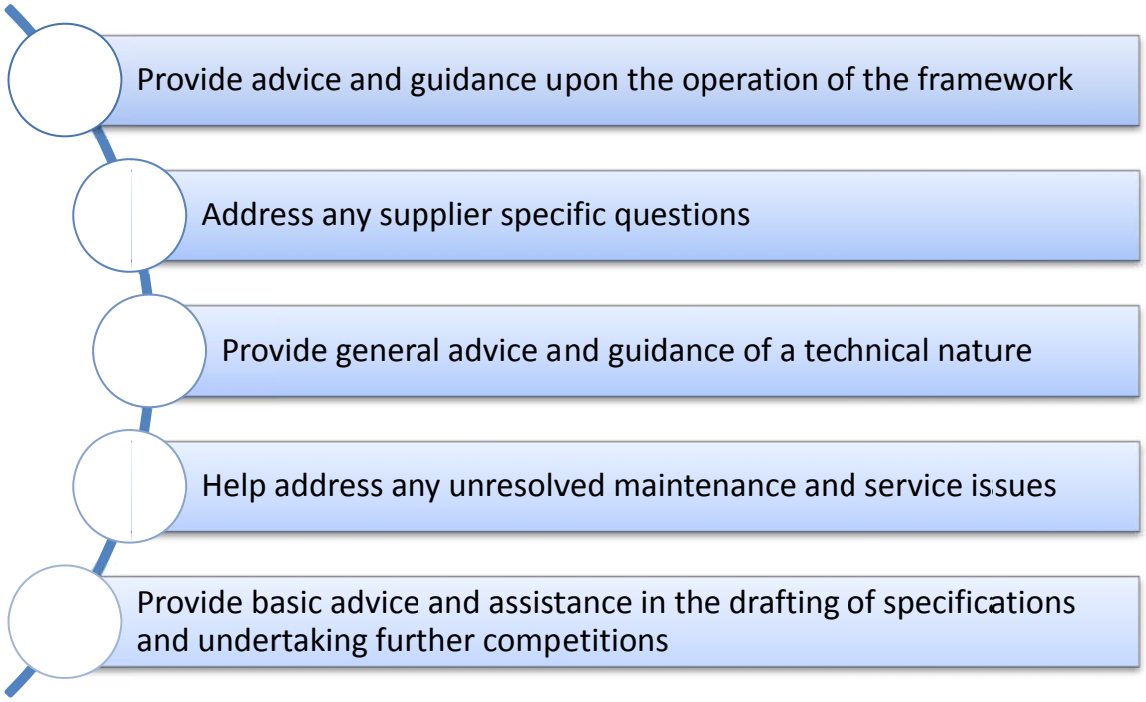
Day to day contract management support is available from the framework Help Desk. The Help Desk is open from 09:00 to 17:00 Monday to Friday excluding Bank Holidays and can be contacted either by phone or email as follows:

Email: enquiries@cpcmfdframework.org

Tel: 08450 179908

Fax: 08450 179907

The friendly Help Desk staff will be on hand to answer your questions and assist you in any way they can. Specifically they can:

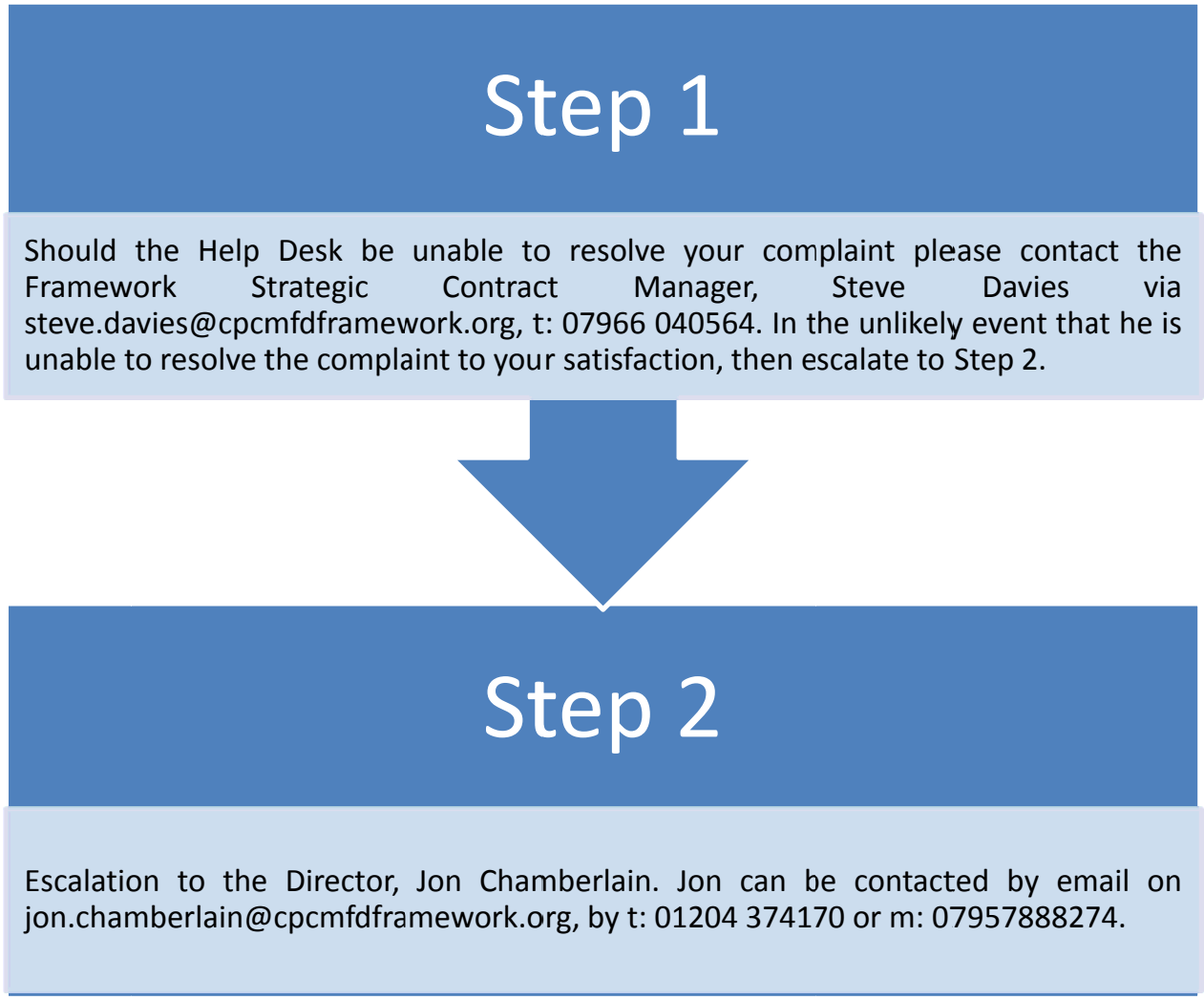

Provide advice and guidance upon the operation of the framework
Address any supplier specific questions
Provide general advice and guidance of a technical nature
Help address any unresolved maintenance and service issues
Provide basic advice and assistance in the drafting of specifications and undertaking further competitions

Device Fault calls should **not** be directed towards the Help Desk. Device fault calls should be directed to the appropriate supplier device fault reporting service. All devices supplied under the framework are supplied with CPC asset labels (see example in Appendix A), with the Help Desk number detailed thereon. Unresolved fault queries can be escalated through the Help Desk.

In addition to the Help Desk, additional account management support is provided by the appropriate supplier Regional Account Manager. Regional Account Managers are detailed in Appendix B and they can be contacted with regards to any matter concerning the supply (including order, delivery and implementation) and operation of the devices/print service.

10 Complaints and Escalation Procedures

Day to day complaints should be raised in the first instance with your chosen supplier. Where appropriate they may also be raised/escalated to the Help Desk. All complaints raised with the Help Desk will be recorded and the way forward agreed with the Member. In the vast majority of cases such complaints will be addressed to the satisfaction of the Member within a reasonable period of time (such time will vary depending upon the nature of the complaint). However in the unlikely event that a complaint is not resolved to the satisfaction of the customer within a reasonable time, complaints should be escalated as follows:


Step 1
Should the Help Desk be unable to resolve your complaint please contact the Framework Strategic Contract Manager, Steve Davies via steve.davies@cpcmfdframework.org, t: 07966 040564. In the unlikely event that he is unable to resolve the complaint to your satisfaction, then escalate to Step 2.
Step 2
Escalation to the Director, Jon Chamberlain. Jon can be contacted by email on jon.chamberlain@cpcmfdframework.org, by t: 01204 374170 or m: 07957888274.

11 Delivery and Fault Repair

A comprehensive contract management regime underpins the operation of the framework. Suppliers' performance is continually monitored across all user organisations and issues addressed as they come to light. Members can expect the following minimum service performance.

Delivery to contract timescales

- Deliveries are to be made within 10 days of the placement of an appropriately completed order.

Service engineer attendance

- A suitably qualified engineer will attend on site to address a reported fault within a maximum of 4 hours calculated from the time the fault report call is made and acknowledged, to attendance on site.

Time to fix

- Devices are to be fixed to the users' satisfaction within 2 hours of attendance on site by a suitably qualified engineer.

First time fix rate

- The target first time fix rate is 95%.

Members should also note that the above minimum requirements can be supplemented by additional local key performance indicators and other service delivery parameters agreed with their chosen supplier. Such local requirements must be mutually agreed with your chosen supplier.

The framework Strategic Contract Manager will undertake regular contract performance and management review meetings with all suppliers. Members are however encouraged to put in place their own local contract management regime to ensure performance of their chosen supplier. Members should ensure the framework Strategic Contract Manager is made aware of any issues of any persistent or unresolved nature so they can be addressed with the appropriate supplier at the appropriate supplier review meeting.

12 User Training

Comprehensive user training is provided free of charge at the point of device installation. The installing engineer will deliver hands on training to those users present at the point of installation. The engineer will similarly provide Super User training if required, thus allowing the receiving organisation to train other staff members themselves thereafter. Comprehensive user guides can be downloaded from suppliers' websites where required.

General advice and guidance can of course be obtained via the Help Desk.

13 Any Questions?

Should you have any questions about the operation of the framework that are not adequately covered by the User Guide, please do not hesitate to contact the Help Desk.

14 APPENDIX A – Example Device Asset Label

15 APPENDIX B – Supplier Regional Account Managers

Altodigital Networks Ltd
Andrew Hargreaves
07977277244
Andrew.hargreaves@altodigital.com

Canon UK Ltd
Barrie Farnsworth
07967674557
Barrie_farnsworth@cuk.canon.uk

Konica Minolta Business Solutions Ltd
Paul Penswick
07785516077
Paul.penswick@konicaminolta.co.uk

Ricoh UK Ltd
Keith Stevenson
07823553123
Keith.stevenson@ricoh.co.uk

The Danwood Group
Paul Gregory
07866543976
Paul.gregory@danwood.co.uk

United Carlton Digital Solutions Ltd
Nicholas Speight
01759 458300
nicks@united-carlton.co.uk

Xerox UK Ltd
Dave Goldberg
07802335628
Dave.goldberg@xerox.com

XMA Ltd
Frances Tyler-Gale
0115 8464164
Francestyler-gale@xma.co.uk

16 APPENDIX C – Further Competition Template

APPENDIX C IS ATTACHED AS A SEPARATE FILE

17 APPENDIX D – Further Competition Support Service Fee Structure

Further Competition Support Services are available upon payment of the appropriate fees.

The Further Competition Support Services are chargeable services available to any CPC member.

1. Documentation Review Service
   The fee for this service is £150 per further competition document set.

2. Full Procurement Support Service

The full procurement support service has three tiers for this service, each aligned to a distinct category of CPC member.

Tier One

- Members where there is a requirement for 5, or less than 5 devices.
- The fee for further competition support will be £500 per Member for each further competition exercise.

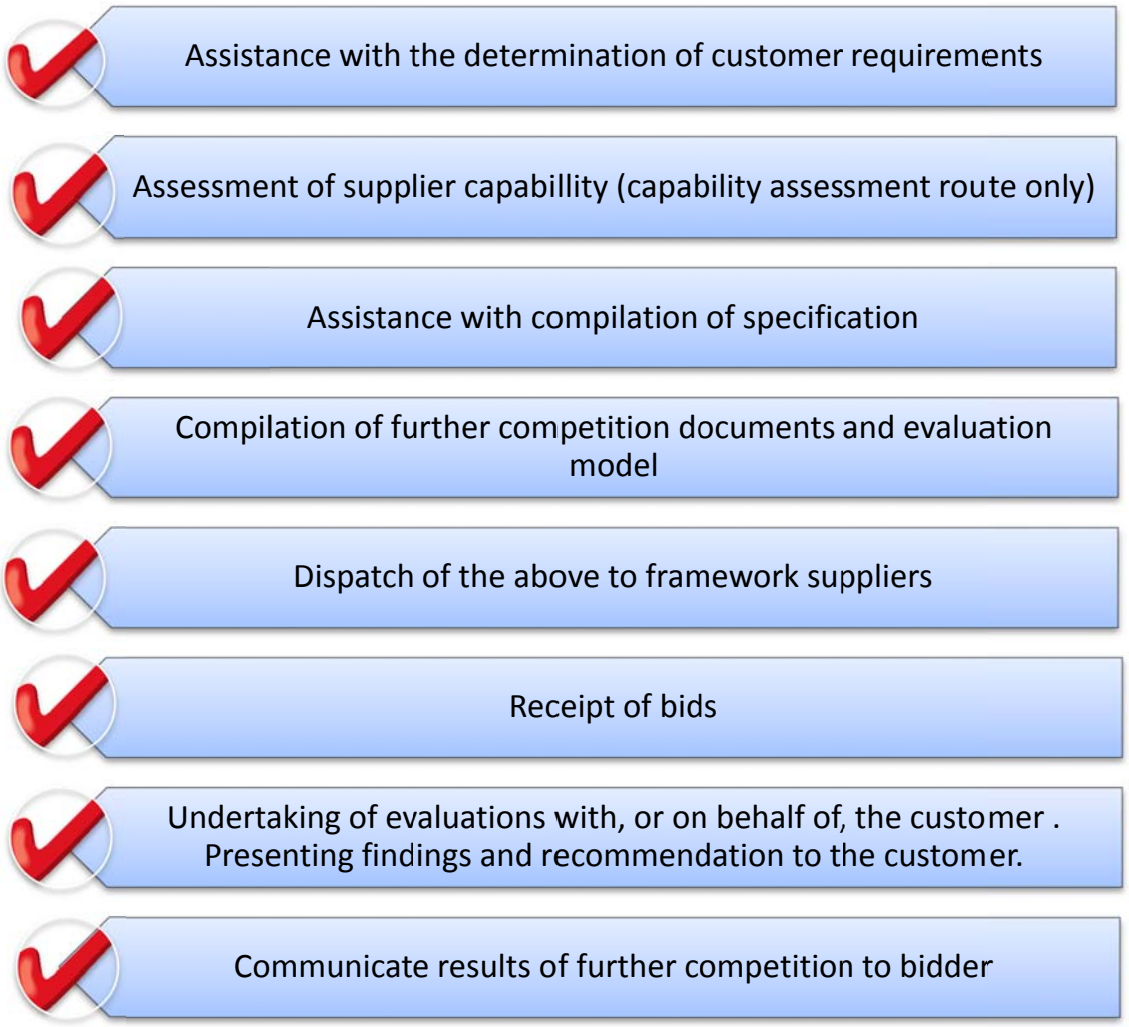
Tier Two

- Members with a requirement for more than 5 devices but less than 15 devices.
- The fee for further competition support will be £1000 per Member for each further competition exercise.

Tier Three

- Members with a requirement for 15, or greater than 15 devices.
- The fee for further competition support will be £2500 per Member for each further competition exercise.

The fees will be exclusive of VAT and travel and subsistence. Each will include full procurement support to undertake a further competition exercise; support to include:


Assistance with the determination of customer requirements
Assessment of supplier capabillity (capability assessment route only)
Assistance with compilation of specification
Compilation of further competition documents and evaluation model
Dispatch of the above to framework suppliers
Receipt of bids
Undertaking of evaluations with, or on behalf of, the customer . Presenting findings and recommendation to the customer.
Communicate results of further competition to bidder

The service includes up to two visits to customer site (at the service provider's discretion); be that to determine requirements, undertake evaluations or present findings. All other activities will be undertaken through electronic communication.

18 APPENDIX E – Example Framework Order Form

Crescent Purchasing Consortium

CRESCENT PURCHASING CONSORTIUM ORDER FORM

PLEASE PROCESS THIS ORDER WITH LOCATION NUMBER **CPC** ☐☐☐☐

CONTRACT No CPC/DU/MFD/01 – FOR THE PROVISION OF MULTI-FUNCTIONAL AND REPROGRAPHIC DEVICES AND ASSOCIATED PRINT SERVICES, RECYCLED / REFURBISHED TECHNOLOGIES AND MANAGED PRINT SERVICES

Tel: 08450 179908 Fax: 08450 179907

Please order on Outright Purchase / Lease for a Minimum Period of_____ Months

This order is for the rental of the equipment detailed below in accordance with the Terms & Conditions of the above contract as agreed between Crescent Purchasing Consortium & Supplier.

	Item Code	Description	Quarterly Rental/Purchase
Model			£
Optional			£
Accessories			£
			£
			£
			£
			£
			£
			£

*Total lease rental payable quarterly in advance or Purchase Price £ _____ excl VAT

Rentals are payable quarterly in advance from installation date, cost per copy costs are fixed for the duration of the lease period and will be invoiced quarterly in arrears.

Purchase will be invoiced on shipment cost per copy will be fixed for five years from purchase date and will be invoiced quarterly in arrears.

Colour Cost _____ p B/W Cost per A4 and A3 copy _____ p

Staples NOT CHARGEABLE

My quarterly copy volume is _____ *All prices are exclusive of VAT*

Name of Establishment (The Customer) _____

Delivery Address _____ Invoice Address (If different) _____

Postcode _____

Postcode _____ School District/No _____

Contact Name (PRINT) (Mr/Mrs/Miss/Ms/Dr/Rev) _____

Tel No.: _____ Fax No.: _____

E mail.: _____

Delivery Date preference _____ * This replaces my existing copier,

Model _____ Location No ☐☐☐☐ Expiry Date _____

Signature (Customer) _____ Date _____

Name (PRINT) _____ Position _____

Crescent Purchasing Consortium

CONTRACT No CPC/DU/MFD/01 – FOR THE PROVISION OF MULTI-FUNCTIONAL AND REPROGRAPHIC DEVICES AND ASSOCIATED PRINT SERVICES, RECYCLED / REFURBISHED TECHNOLOGIES AND MANAGED PRINT SERVICES

PLEASE PROCESS THIS ORDER WITH LOCATION NUMBER **CPC** ☐☐☐☐

For office use only:

Cust.A/C No: New Customer Ship to No:

Cust Hierarchy: Cust.Body Definition:

Order Acceptance Signature: _____

Print Name: _____

Position: _____

Date: ___/___/___ Tel: _____ Fax: _____

Official order No: _____

Contact Details:

Supplier

For relocations, replacements and any other enquires: **Tel:** 08450 179908 **Fax:** 08450 179907

19 APPENDIX F – Framework Weighting

The weighting used to select providers through the original Invitation to Tender process is detailed below. Weighting is listed on a Lot by Lot basis and is provided for information purposes to assist Members in determining their further competition evaluation criteria and associated weighting. Members are advised to select evaluation criteria and associated weighting that supports the spirit of the particular Lot under which they are conducting their further competition and can be clearly related back to the original published criteria. Certain criteria may be more or less relevant, or indeed not relevant at all, to a Members' further competition and therefore their evaluation approach may be subtly different to that adopted in the original Invitation to Tender.

Lot 2

Price 40%

Quality 60%

Quality Criteria:

Criteria	Weighting%
Delivery	15
Electronic Systems	5
Account Management	15
Marketing	10
Sustainability	5
Technical Specification	20
Service and Maintenance	20
Training	10

Lot 3

Price 40%

Quality 60%

Quality Criteria:

Criteria	Weighting%
Delivery	7.5
Electronic Systems	4
Account Management	7.5
Marketing	6
Sustainability	4
Technical Specification	50
Service and Maintenance	15
Training	6

Lot 4

It is expected that the ratio of price to quality will range between 40% Price and 60% Quality, to 10% Price and 90% Quality, however it is recognised that the exact price:quality ratio will be determined by the Member when conducting the further competition.

Quality Criteria:

Criteria	Weighting%
Process Capabilities	47
Print audit Due diligence methodology Policy definition, implementation, delivery Transfer of responsibilities Project management Risk management Contract management Regular review of solution Service continuity Consolidated Invoicing Exit strategy	
Technical Capabilities	40.5
Software Hardware Automated services Remote printing capabilities Security Movement and reconfiguration of devices Service and maintenance requirements Consumable management Network services Document engineering Process reengineering Help Desk Training and skills transfer Value added services e.g. cloud services, scanning and archiving, IT support, mail room management, hybrid mail, management of offset and specialist print, provision of associated consumables.	
Marketing	4
Sustainability	4.5
Electronic Systems	4